



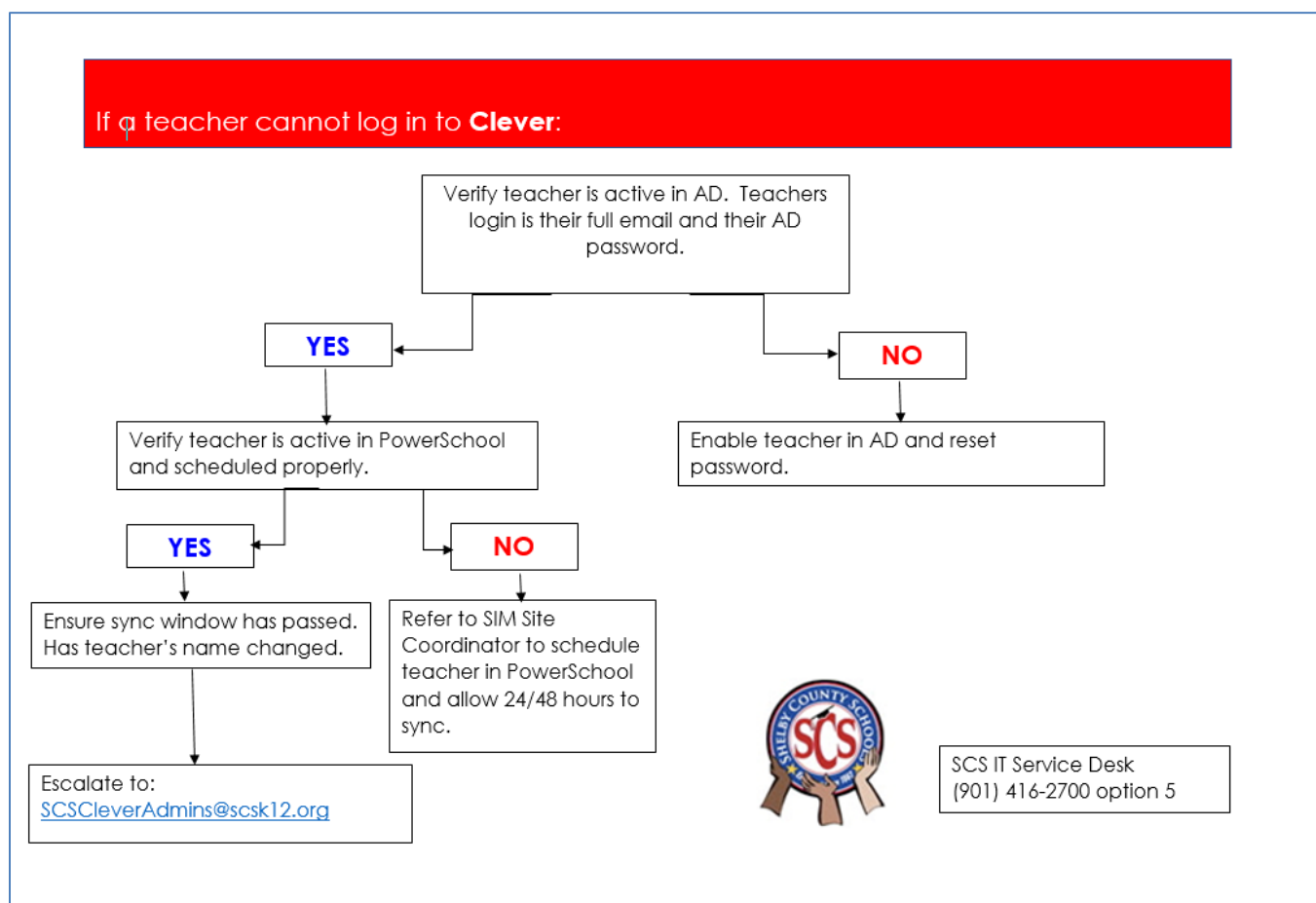
## i-Ready Frequently Asked Questions: 20-21

### Logging in

**I am a teacher. Who do I contact if either I, or my students, can't login to Clever or i-Ready?**

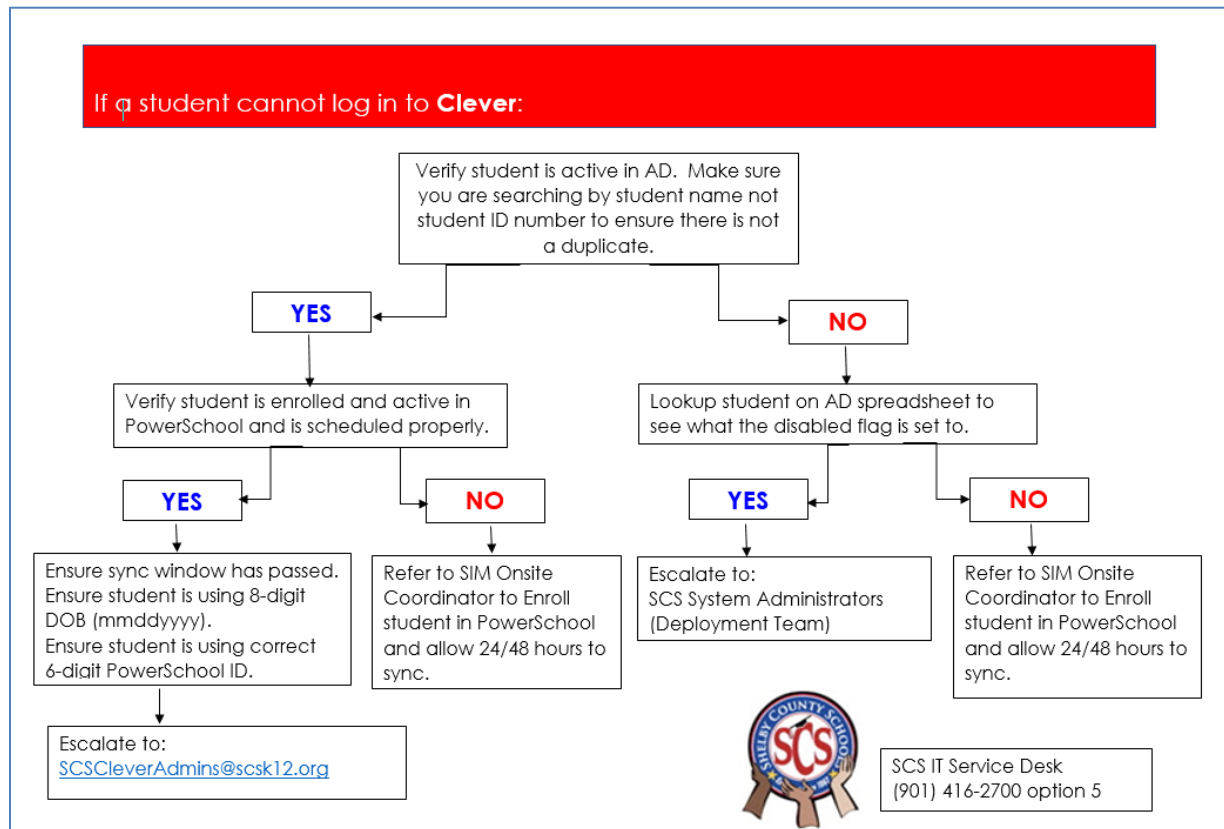
- Teachers and students must login to i-Ready through Clever. View the troubleshooting guide provided by SCS (for convenience, a screenshot of this is provided below under "Step 1"), and if that doesn't resolve the concern, follow the guidance on the Clever/i-Ready troubleshooting workflow (screenshot below under "Step 2").

### Step 1 (Teacher Login Issue)

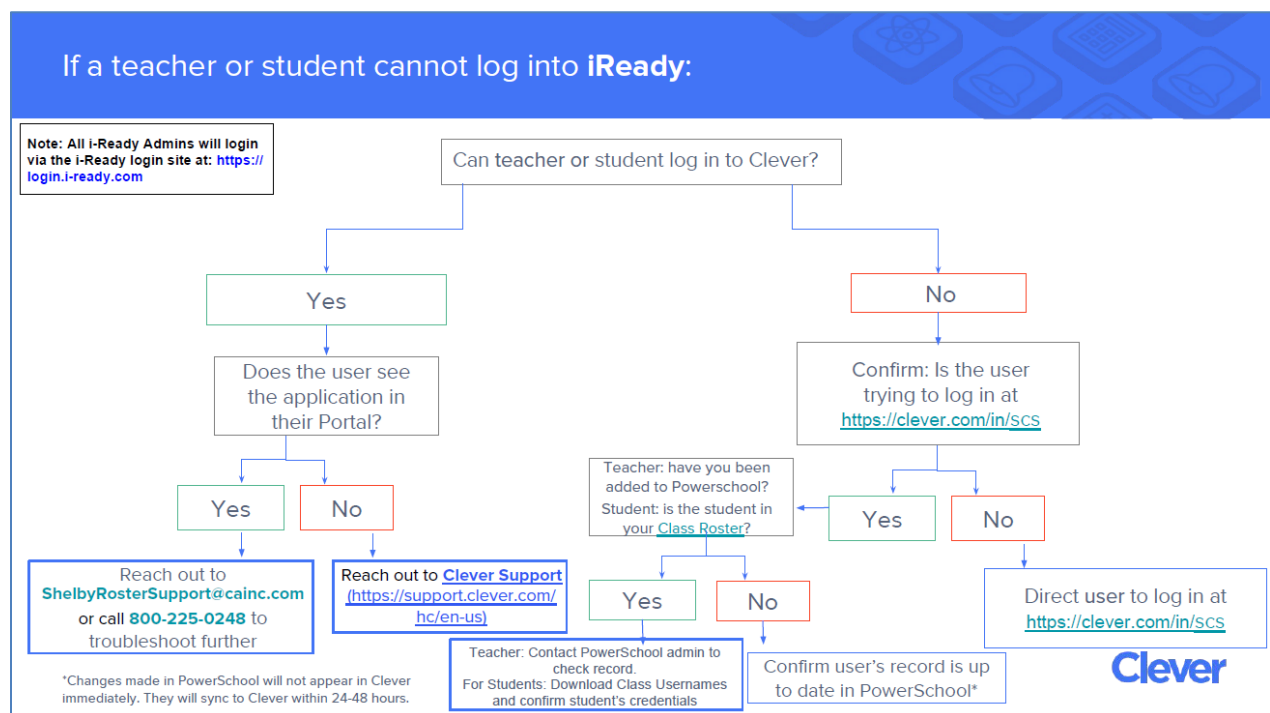




## Step 1 (Student Login Issue)



## Step 2 (Teacher OR Student Login Issue)





### How do I get my students' Clever logins?

- **Method #1 – PowerSchool**

Someone with access to the full school roster in PowerSchool (usually a school admin or secretary/admin assistant) should do the following:

1. Go to PowerSchool Start Page
2. Click on a Grade Level
3. This will bring up all students with 6-digit student ID # and DOB for that grade
4. Print this information (Note – social security # may be visible as well - we would recommend blacking out SSN first, if possible, before distributing to teachers)
5. Repeat steps 2-4 for any other grade levels
6. Share with teachers

- **Method #2 - InfoSnap**

School Admins can log into InfoSnap at: <https://secure.infosnap.com/admin/login/login.rails>

- Go to "Submission Workspace"
- Under "View" select "All Submissions"
- Type your school's name
- Select "Find Records"
- Under "Task", select "Export"
- All found
- Download data
- Open with Microsoft Excel
- Here you will see 6-digit student IDs (Clever username) and DOB (Clever password). Delete any columns you do not want.
- Share with teachers

### i-Ready Program Questions

Where can I find more general information about how i-Ready is being used during this unique 20-21 school year?

- Contact your school or district admin, or visit <https://i-readycentral.com/articles/teaching-and-learning-in-2020/>

Where can I find more information to share with FAMILIES about i-Ready for 20-21

- Contact your school or district admin, and visit <https://i-readycentral.com/familycenter/>

Where can I find more general information about i-Ready?

- Visit [www.i-ReadyCentral.com](http://www.i-ReadyCentral.com)

### Ready and Teacher Toolbox Questions

How do I access the Teacher Toolbox?

- Great news! This year, the Teacher Toolbox has been integrated directly into i-Ready! Simply log into your i-Ready account, and click the "Teacher Toolbox" link on the home page, or go to Assess & Teach > Teacher Toolbox. No more separate website, separate login, and no more access code required!

What subjects do SCS admins and teachers have access to in the Teacher Toolbox?

- SCS has purchased licenses for Math, Reading and Writing this year!



### What is the web address for the Teacher Toolbox?

- You will now see the Teacher Toolbox integrated within i-Ready, so you just need to log into your i-Ready account! No more separate website, separate login, and no more access code required!

## **Roster Management**

### Who do I contact if students, teachers or classes are missing from i-Ready?

- **For missing classes:**
  - Classes/Sections need to be scheduled via PowerSchool to sync into i-Ready. Once classes/sections are scheduled and finalized in PowerSchool, they should sync to i-Ready within 48 hours.
- **For missing teachers or students:**
  - Please follow the steps in the flowcharts on pages 1 and 2 of this document.

### How do I create my own custom groups/classes of students for data tracking?

- **If you are an admin:**
  - In your i-Ready Account, go to Management > Roster > Reporting Groups > and click "Manage." Then click the right-hand dropdown labeled "Actions," click "Add Report Group" and follow the setup wizard from there to create your group(s).
- **If you are a teacher:**
  - In your i-Ready Account, go to Rosters Menu, then click the right-hand dropdown labeled "Actions," and click "Add Report Group." From there, follow the setup wizard to easily create your group(s).

### Who do I contact if I need to add school administrator-level access for an individual?

- Contact [shelbyrostersupport@cainc.com](mailto:shelbyrostersupport@cainc.com)

### Why can't I manually add students, teachers, or classes to i-Ready?

- i-Ready is syncing with PowerSchool via Clever. All teachers, students and classes in i-Ready therefore are reflecting exactly what is in your PowerSchool records. If students, teachers, or classes need to be added, this must be done via your SMS at the school level, and then the changes should sync into i-Ready within 48 hours.

### Why can't I add school administrators to i-Ready?

- You must have district level administrative access to add school administrators. Contact [shelbyrostersupport@cainc.com](mailto:shelbyrostersupport@cainc.com) with the name of the admin you'd like to add, their email, and what school they need access to.

### What if teachers need to be assigned to more students or classes, such as special ed teachers or coordinators?

If the teacher is in PowerSchool and syncing to i-Ready, you can either 1) make a change in teacher class assignment in your SMS (PowerSchool), or 2) you can create a Report group for them, which can be created manually and can include students from across classes and schools. For teachers who will not be syncing at all via PowerSchool, you can elect to request they receive a school admin access.



## **RTI<sup>2</sup>**

**Where can I find more information about how to use i-Ready and the Teacher Toolbox for RTI<sup>2</sup>?**

- Contact Mike Ricci ([mricci@cainc.com](mailto:mricci@cainc.com)), Marty Pettigrew ([mpettigrew@cainc.com](mailto:mpettigrew@cainc.com)), and [RTI2@scsk12.org](mailto:RTI2@scsk12.org)

## **i-Ready Training/Professional Development**

**Who do I contact about this?**

- Contact the i-Ready PD Specialist below that is assigned to your school. If you don't know who your dedicated PD specialist is, contact [MPettigrew@cainc.com](mailto:MPettigrew@cainc.com) and [MRicci@cainc.com](mailto:MRicci@cainc.com)
  - Dr. Lorene Essex ([LEssex@cainc.com](mailto:LEssex@cainc.com))
  - Elaine Price ([EPrice@cainc.com](mailto:EPrice@cainc.com))

**For any other questions about i-Ready or the Teacher Toolbox, please contact the appropriate member of your implementation team:**

## **i-Ready Implementation Team**

- **Account Manager:** Mike Ricci ([MRicci@cainc.com](mailto:MRicci@cainc.com)) - Primary contact for any general account questions.
- **Local Sales Representatives/Consultants:** Contact for pricing, quotes, or additional product information.
  - Sandra Cagle – [SCagle@cainc.com](mailto:SCagle@cainc.com)
  - Marty Pettigrew - [MPettigrew@cainc.com](mailto:MPettigrew@cainc.com)
- **i-Ready/Clever Login Support:** [SCSCleverAdmins@scsk12.org](mailto:SCSCleverAdmins@scsk12.org)
- **Other i-Ready Roster Support:** [ShelbyRosterSupport@cainc.com](mailto:ShelbyRosterSupport@cainc.com)
- **i-Ready Tech Support (i.e. hardware issues, freezing screens, etc):** [i-ReadySupport@cainc.com](mailto:i-ReadySupport@cainc.com)
- **i-Ready Professional Development/Onsite Support:**
  - Dr. Lorene Essex - [LEssex@cainc.com](mailto:LEssex@cainc.com)
  - Elaine Price - [EPrice@cainc.com](mailto:EPrice@cainc.com)
- **SCS District Support for i-Ready**
  - RTI<sup>2</sup> Support, including i-Ready - [RTI2@scsk12.org](mailto:RTI2@scsk12.org), or contact your RTI Advisor
- **Clever:** Check your Clever Portal for troubleshooting guides, or contact [enterprise-support@clever.com](mailto:enterprise-support@clever.com)